

Solicitors Complaints Procedure

Upon all client's instructions they will receive a letter specific to their case and a client care letter stating the organisations complaint procedure.

The Firm's complaints procedure is :

- a) Acknowledge client concerns/complaint, seek clarification of unclear points within 7 days and attach a copy of client complaint form and timescale procedures. Enter details in central complaints register.
- b) Invite client for a meeting within 14 days of the acknowledgement and report back to the client regarding outcome of meeting 7 days thereafter. This may be longer if the complaint is complicated and any increase in timescales will be provided in advance.
- c) If meeting is declined, then a substantive response to the complaint will be sent within 21 days of acknowledgment and entitlement to report matter to Legal Ombudsman within 6 months of the Firm final response. This may be longer if the complaint is complicated and any increase in timescales will be provided in advance.
- d) Enter the outcome of the complaint in Complaints Register

If the complaint cannot be resolved then you are at liberty to report the complaint to the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ, Tel No 0300 555 0333 The Legal Ombudsman has produced three booklets to guide you if you have a complaint. We can let you have copies on request, or you can find them on the Legal Ombudsman's website. They are called Here to Help, How to Complain to your Service Provider, and Our Approach to Putting Things Right.

Alternatively, you may wish to resolve your dispute through Pro – Mediate or Small Claims Mediation.

If you are concerned about our behaviour and that it may be in breach of the SRA's Code of Conduct you may contact The Solicitors Regulation Authority (SRA). You can find information on how and when to raise a concern with the SRA on the SRA website www.sra.org.uk

